



HWLA MATCHED PROGRAM ENDS DECEMBER 31, 2013

Due to the historic changes with national health care reform (Obamacare / the Affordable Care Act) starting on January 1, 2014, the HWLA (Matched) Program will end on December 31, 2013 at midnight.

I. BACKGROUND

All HWLA members who are enrolled as of December 31, 2013 will automatically move into Medi-Cal Managed Care, starting on January 1, 2014. This change is part of a new federal law signed by President Barack Obama on March 23, 2010 called the Patient Protection & Affordable Care Act of 2010 (ACA).¹

HWLA patients will transition into a Medi-Cal Managed Care plan starting on January 1, 2014.² In a managed care delivery system, people get most or all of their medical services from an organization, such as a managed care health plan that is under contract with the state. A managed care health plan is a group of doctors, clinics, specialists, pharmacies, and hospitals. The health plan must arrange for all medical services for patients, similar to an HMO. This includes helping patients find doctors and specialists, having a 24-hour nurse advice phone line, having member services to assist patients, helping with transportation to medical visits, and more. The Medi-Cal Managed Care health plans for LA County are L.A. Care and Health Net.

II. HWLA ELIGIBILITY AND ENROLLMENT

Redeterminations

HWLA redeterminations stop as of October 2013. Any HWLA member with a redetermination due in October, November, or December of 2013 should not complete the redetermination and will automatically advance 12 months. This means that the next redetermination for these patients will be under the Medi-Cal program, anticipated to be 12 months from when their last HWLA redetermination would have been.

The HWLA redetermination email (redetermination@dhs.lacounty.gov) will close on October 30, 2013 and will be monitored on a weekly basis until December 31, 2013. After December 31, this email will no longer be monitored.

If you have a redetermination that is delinquent (past due) but the system still shows them as enrolled (with a status of "approved/pass"), please have the patient complete the redetermination and fax it along with the necessary documentation to the HWLA Redetermination Unit at 626-299-5794. Please include a printout from YBN of the demographic search screen that shows the redetermination date (in the past) and the individual status of "pass".

New Applications & YBN Access

Your Benefits Now will cease to accept new applications as of 4:59 pm on December 31, 2013. All HWLA applications should be submitted no later than December 31, 2013 at 4:59 pm. Any data in YBN that has not been submitted by 4:59 pm on December 31, 2013 will be erased from the YBN system at that time and YBN will transition into a read-only mode. For facilities that are open past 5:00pm, we are working on a solution with DPSS to submit these applications directly through LEADER in January.

¹ You can find more information on the ACA at <https://www.healthcare.gov/>

² Note – some HWLA patients who are enrolled into the program late - after November 16, 2013 - may move into Medi-Cal Fee-For-Service for a short period of time before they automatically transition into Medi-Cal Managed Care. Guidance is still forthcoming from the State Department of Health Care Services (DHCS).



New YBN user accounts will not be set up after November 22, 2013. As of January 1, 2014, the DPSS Helpdesk for YBN access will not be available and passwords will not be reset for existing users. Access to the HWLA platform in YBN is scheduled to end on March 31, 2014.

If an HWLA application is pending (as of 12/31/13), it will continue to show as pending in the HWLA column in YBN. YBN should be used primarily to track pending HWLA cases. When it is approved (sometime in January), it will display in the Medi-Cal column in YBN and will retain the HWLA case number (that starts with “HW”).

For all approved HWLA cases, they will show up as Medi-Cal in the Medi-Cal column in YBN once they are transitioned and they will retain the HWLA case number. A display of Medi-Cal in YBN/LEADER does not confirm that an individual did successfully transition to Medi-Cal. Verification that someone transitioned to Medi-Cal must be done through:

- 1 – the Health Plan Website (such as LA Care or Health Net)
- 2 - 270/271 (to PMS or State)
- 3 - State Website, if available³

LEADER Access and HWLA Cases

All patients who have a pending HWLA application at this time will continue to be pending on January 1, 2014. If DPSS processes your applications in LEADER, they will continue to do so in January. This applies to LAC+USC, Harbor, Hudson, and Humphrey. If your facility process the application in LEADER, you will still be responsible for completing these. However, if there are applications still pending on January 15, the HWLA Operations unit will contact your facility and start to help you process these. Our goal is to have every HWLA application approved or denied by January 31, 2014.

At this time, DPSS will continue to allow access to LEADER for all HWLA districts at least through March 2014. Each DHS facility needs to have a point of contact who DPSS can communicate with if there are issues or problems. We are proposing the HWLA CCP contact list:

HWLA Operations - Barbara Marshall (Paula Ramos, Ernesto Grimes)
El Monte – Yvonne Hernandez (Leticia Breiling)
 La Puente – Yvonne Hernandez (Leticia Breiling)
Harbor - Lorraine Martinez (Ronald Ford)
 Harbor Family – Linda Banda (Robin Lindsay)
High Desert MACC – Jeanine Abdul Jabbaar (Esmeralda Ponce)
 Antelope Valley HC– Jeanine Abdul Jabbaar (Esmeralda Ponce)
 Lake LA HC– Jeanine Abdul Jabbaar (Esmeralda Ponce)
 Little Rock HC– Jeanine Abdul Jabbaar (Esmeralda Ponce)
 South Valley HC– Jeanine Abdul Jabbaar (Esmeralda Ponce)
Hudson – Lorretta Palmer (Tyrone Clark)
Humphrey – Shirley Suarez (Shera Boyd)
LAC/USC – Catherine Elizondo (Anthony Saucedo or Cesar Ruiz)
Long Beach – Natalie Flores (Ruben Mendoza)
 Wilmington – Natalie Flores (Alison Chavez)
 Bellflower – Natalie Flores (Alison Chavez)

³ <https://www.medi-cal.ca.gov/Eligibility/Login.asp>



Mid-Valley – Irene Salas and Cynthia Spears (Carmen Cordero)
Glendale – Irene Salas and Cynthia Spears (Carmen Cordero)
San Fernando – Irene Salas and Cynthia Spears (Carmen Cordero)
MLK MACC – Linda Hartdige (Julie Christopher)
Dollarhide – Lorraine Madison
Rancho – Michelle Payton (Rosa Cruz)
Roybal – Lourdes Flores-Vasquez (_____)
Olive View – Leonela Bagdasarian (Odette Kesachekian)

For all HWLA cases that are approved on December 31, 2013, they will be moved to a DPSS eligibility worker, depending on whether or not they have another active case in LEADER. For example, for HWLA members who are also on general relief, their HWLA case will move to the GR eligibility worker. HWLA members who do not have any other active case will move to a Medi-Cal eligibility worker. Cases will move to the closest district based on residence.

MEDS Access

We do not have updated information from the State at this time about how long MEDS access will continue for HWLA in 2014.

III. HWLA ENROLLMENT (PENDING), DISENROLLMENT/DENIED, AND TRANSFER REPORTS

At this time, DHS anticipates sending a special report to each facility at the end of the listing all of your HWLA patients who the State anticipates will transition to Medi-Cal Managed Care. Please note, this is for informational purposes only and *is not* official confirmation until we receive confirmation from either LA Care or Health Net.

We will continue to send monthly full enrollment reports through February or possibly March 2014 that will include pending and denied HWLA applications. We will also provide a full report of your pending patients at least once, prior to the end of this year.

Please note, we will soon modify the end date for everyone listed as enrolled (active) on the HWLA enrollment report to be December 31, 2013 to reflect the program ending.

IV. HWLA MEMBER SERVICES

Medical Home Changes

HWLA will not be able to accept medical home changes for HWLA patients after October 15, 2013. The HWLA Member Services Call Center will inform patients that due to the HWLA transition to Medi-Cal, any patient who wishes to change medical homes should do so using the Medi-Cal Plan Choice and Enrollment Form mailed by the state in November. This will ensure their medical home selection will be effective on January 1, 2014 when they have Medi-Cal. **However, please do not turn any HWLA members away from services even if they are not assigned to you as the medical home provider.**

Grievances and Appeals

Any patient grievance and appeal related to the HWLA Matched Program may be directed to the HWLA Member Services Call Center at 1-877-333-4952. Patients who wish to file a grievance or appeal may download the forms



on-line.⁴ Patients will continue to be entitled to Due Process for HWLA applications taken in 2013 and processed in 2014. Per current practice, patients are entitled to appeal or grieve an incident up to 60 days after the incident has occurred. Patients have up to 12 months after the end of the HWLA matched program (or until December 31, 2014) to submit for reimbursement a bill received while covered by HWLA.

General Inquiries

HWLA Member Services will be available to take calls in 2014 related to services provided in 2013, to assist patients with the transition to Medi-Cal and to help troubleshoot and resolve issues where a patient did not transition to Medi-Cal. Once a patient transitions to Medi-Cal, any questions related to their Medi-Cal eligibility or annual redetermination should be directed to the Department of Public Social Services Customer Service Center at 1-866-613-3777.

V. OTHER ISSUES

Pharmacy

The HWLA formulary will remain in place until December 31, 2013. The Medicationinfo@dhs.lacounty.gov email will be in effect until further notice. The State, as well as the health plans, are working on a comparison of the current HWLA formulary and the Medi-Cal formulary to identify potential medication issues. We will provide more guidance on this issue as soon as possible.

Prior Authorization Requests Currently Obtained from DHS

DHS Managed Care Services (MCS) Utilization Management (UM) Unit, which currently processes requests for services on a case-by-case basis, will cease accepting requests for these services effective December 31, 2013 at 4:59 pm. Any requests received after this date/time will not be processed. Requests for services for your patients will need to be submitted to the appropriate Medi-Cal health plan in accordance with Medi-Cal guidelines after this date/time.

Program Advocates

Described in this document is the external and internal infrastructure identifying entities where questions and concerns should be directed for the remainder of 2013 and in 2014. Program Advocates will continue to be available to assist in identifying appropriate entities to respond to questions and concerns related to the HWLA transition to Medi-Cal Managed Care program, including questions about this Provider Bulletin.

⁴ Go to <http://dhs.lacounty.gov/hwla> and click on "For HWLA Members" and then click on "HWLA Member Grievances & Appeals". Forms and supporting documentation may be mailed to Grievance and Appeal Unit 1000 S. Fremont Ave, Bld. A-9 East, Second Floor Unit 4, Alhambra, CA 91803, or faxed to (626) 299-3390.